

SVMC Visitation GUIDELINES

In order to align with updated guidance from CDPH, SVMC is adjusting visitor guidelines to reflect the following:

As of July 1, 2021, two visitors (support persons) per patient between the hours of 6 a.m. to 9 p.m. are allowed in most areas of the SVMC campus. Visitors do NOT need to be designated by the patient. If there are more than two visitors, the most recent to arrive will be asked to leave the facility. Visitor age restrictions is now 13 years of age and up.

Two Masked Visitors

- Pediatric Patients
- Patients at End-of-Life (who have no signs or symptoms of COVID-19 and are not in the process of being tested (Suspect) for COVID-19.)
- Patients with Physical, Intellectual, and/or Developmental Disabilities and Patients Cognitive Impairments
- Med/Surg, ICU and Telemetry (who have no signs or symptoms of COVID-19 and are not in the process of being tested (Suspect) for COVID-19.)
- Up to two (2) support persons (visitors) will be allowed to visit in the MCH Department per patient.
- Surgery patients **see details below for pre-operative room and recovery area*

In the event a COVID positive patient is determined to be at the end of life, two visitors will be allowed to come to the hospital to visit, but not allowed in the room (excluding DP/SNF). Please note that there may be different circumstances per unit. This visitor must meet and follow the guidelines outlined in the In-Person Visitor Rules.

Departments That Do Not Fall Under the Two Visitor Policy

- NICU – Mother and 1 visitor
The mother and her main support person (visitor) who is symptom-free can visit at any time and at the same time as appropriate per the Neonatal Intensive Care Unit RN.
- Surgery Patients (Pre-Op and Recovery) - 1 Visitor
This includes Cardiac Cath Lab and Interventional Radiology
Only one (1) masked visitor is allowed in the pre-operative room. During surgery, masked visitors will be asked to leave the facilities and one (1) masked visitor will be allowed to return to the recovery area to receive discharge instructions.
- Emergency Department - 1 Visitor
At this time, one symptom-free unique visitor per patient seeking emergency services is allowed in the Emergency Department.
- Urology Clinic - No Visitors
At this time our no visitor policy will remain in place due to capacity constraints within the clinic.
- Wound Healing Center
One symptom-free visitor allowed per patient. Please note: During the patient's procedure, the visitor will be asked to wait in their car due to capacity constraints within the clinic.

- Cancer Treatment Center
At this time our no visitor policy will remain in place.
- DP/SNF
One symptom-free visitor will be permitted by appointment only. Please contact DP/SNF to make arrangements at this time. Exceptions will apply for End-of-Life patients.
- MOB Services
The no visitor policy will remain in effect for all Medical Office Building Services and patients seen will be by appointment only.

All Visitors

Visitors (support persons) will be screened upon arrival to the facility and must have no signs or symptoms of COVID-19; are not in the process of being tested for COVID-19; have not tested positive for COVID-19; and do not have a known exposure to a COVID-19 positive person. Visitors must wear a face covering upon entry and at all times within the facility. Visitors should maintain physical distancing from other visitors not from the same household as well as from the facility health care professionals at all times.

- Visitors will enter and exit only through the main entrance, and will be directed to go only to the patient's room, nowhere else in the facility during their stay including:
 - Prior to entry into the facility the visitor must be screened and have a temperature check.
 - If at any time the designated visitor shows signs or symptoms, they will be denied access into the facility.
 - At all times, the visitor must wear a facemask/face covering and all other PPE determined necessary by staff. In the event the visitor presents without their own facemask/face covering, one will be provided by SVMC.
 - If meals for the dedicated visitor are requested, a special dietary request order can be placed for courtesy trays to be delivered to the patient's room.

In the event a COVID positive patient is determined to be at the end of life, one visitor will be allowed to come to the hospital to visit, but not allowed in the room (excluding DP/SNF). This visitor must meet and follow the guidelines outlined in the In-Person Visitor Rules.

As a visitor, we ask that you please do the following upon arrival based on the guidelines provided by the CDC and public health:

- Approved Entrance: Enter only at designated visitor entrances. If you are unsure, please request assistance.
- Screening Questions: Answer our COVID-19 screening questions. Please tell us if you have symptoms such as: Fever, cough, shortness of breath, or loss of taste or smell.
- Wear a Face Covering: Wear appropriate personal protective equipment (PPE), such as a face covering, at all times. Please Note: The front desk will supply you with a hospital grade face covering that can be worn on the floor you are visiting. If you did not receive one, please ask the front desk.
- Colored Wrist-Bands: Wear your color-coded wristband at all times.
- Social Distance: Keep a safe distance from others of at least 6 ft. and do not lean on elevators if you utilize them.

Once registered as a visitor, we ask that you please:

- **Only Visit Approved Areas:** Visitors may not roam around the facility but can travel from one destination to the next. This is to help minimize traffic throughout the organization. Visitor may not congregate in lobbies or waiting rooms while here to visit a patient.

- **Report to Nurses' Station:** Report to the nurse's station before entering the patient's room. If you have a hard time finding your way, please ask for help.
- **Stay in Patient's Room:** Stay in the admitted patient's room at all times unless visiting the following areas, Gift Shop, Café or Coffee Corner beverage bar.
- **Call Light:** Use call light for any assistance, such as to ask questions or request water.
- **Hand Hygiene:** Keep hands clean by using hand sanitizer before entering and exiting patient room or patient care area (including waiting areas).
- **Permitted Areas:** Conclude your visit by leaving the hospital without visiting any other areas if possible. Visitors are allowed in the Café at designated areas and the Coffee Corner beverage bar. Please remember that we must continue to practice a safe distance of at least 6 ft. from others when possible. Employees and/or visitors from the same household are allowed to sit together and eat - do not move chairs in the café as they are currently arranged to meet safe social distancing requirements. Also, please remember to continue to mask when not consuming food or beverages. Visitors may stop in at the gift shop before heading up to the patient room.

Maternal Child Health Department

Effective, April 5, 2021:

- Up to two support persons (visitors) will be allowed to visit in the MCH Department per patient.
- The primary support person (visitor) for the Labor and Delivery patient will continue to be screened prior to entry into the department and allowed to come and go at any time during the patient stay.
- The secondary support person (visitor), after screening and banding by a member of the MCH team, will be allowed access into the department following all the rules set by the hospital for visitors.
- The NICU will continue to allow the mother and her main support person (visitor) to visit at any time and at the same time as appropriate per the Neonatal Intensive Care Unit RN. To minimize and/or prevent the unnecessary spread of the COVID-19 virus, the MCH Department will continue the practice of no visitors for a patient who is COVID-19 positive or suspected to have COVID-19 and requires isolation. These updates are subject to change as new recommendations are released to ensure optimal safety for patients, the healthcare team and the community.

Vendors and Business Partners Rules

- Required to have mandatory COVID screening at the main entrance.
- Failing the screening will not allow the individual access to the hospital/campus.
- Required to go to approved areas of business only.
- Must wear hospital issued face mask when in patient/clinical areas (issued at the main entrance).
- May wear personal mask in non-patient/clinical areas.
- It is preferred vendors and business partners have had the COVID vaccination.

Academic Partners

- Required to have mandatory COVID screening at the main entrance
- Failing the screening will not allow the student/faculty onto the campus
- It is preferred students and faculty partners have had the COVID vaccination
- Faculty are bound by the same guidelines as students.
- Nursing schools:
 - Emergency Department is open to a maximum of 3 students.
 - ICU is open to 2 students, unless patients are COVID R/O or Positive.
 - Telemetry is open for 10 maximum nursing students.
 - Med-Surg North and CDU are open for a maximum of 14 students (7 in each area)

- Maternal Child Health is open to a maximum 10 students.
- SVMC continues to offer alternative healthcare settings for clinical rotations in the IR/Cath lab, Surgical Services, Population Health, Telehealth, Wound Clinic and CTC as “one off” areas as requested to meet learning objectives

N95 masks and fit testing will be required for any students in the Emergency Department. Students are able to utilize N95 masks from their colleges with documentation of a passed test with the masks. If a student fails a college-provided mask, SVMC may fit test the student with a SVMC N95 mask and the student must use a SVMC N95 mask during clinical rotation in the Emergency Department

Please note: the visitor policy for any area of the hospital is subject to change at any time.

Updated: 07-02-21